

# SOCIAL SECURITY ADMINISTRATION

## 2010 Employee Viewpoint Survey

The Office of Personnel Management (OPM) administered the 2010 Employee Viewpoint Survey (EVS) to our employees to learn about their opinions on working at Social Security. The results of the survey will help us understand areas where we have strengths and where we have opportunities for improvement. This document presents the general results from the 2010 EVS.

### Survey Content

The EVS includes items to gather employees' opinions in the following major areas:

- Employee Work Experiences
- Work Unit
- The Agency
- Supervisors/Team Leaders
- Leadership
- Employee Satisfaction and
- Employee Work/Life.

### Survey Administration

We used the Office of Personnel Management (OPM) administered 2010 Employee Viewpoint Survey to meet the mandatory annual employee survey requirement as described in federal regulations (5 CFR Part 250, see [OPM-Surveys](#)). OPM conducted the online survey from March 1, 2010 through March 26, 2010. OPM sent email invitations to randomly selected employees and invited them to participate in the survey. Each invitation included a link to the survey website, a unique identification number, and a password to access the survey.

### Description of the Sample and Response Rate

OPM selected a stratified random sample of **14,250** Social Security employees, from an employee population of all full-time, permanent, non-seasonal employees, to participate in the survey. We achieved a response rate of **62.7** percent, with surveys completed by **8,940** employees. We counted employees who completed at least one of the survey questions as respondents, although the majority of employees completed all questions.

The respondents were representative of the agency population in all demographic characteristics with the exception of Supervisors/Managers who were somewhat overrepresented and non-supervisors who were somewhat underrepresented compared to the overall agency population. The following table contains demographic information on our employee population and the EVS respondents.

<b>GENDER</b>	<b>SSA Population (%)</b>	<b>EVS Respondents (%)</b>
Male	31%	34%
Female	69%	66%

<b>ARE YOU: HISPANIC OR LATINO</b>	<b>SSA Population (%)</b>	<b>EVS Respondents (%)</b>
Yes	14%	10%
No	86%	90%

<b>RACIAL CATEGORY</b>	<b>SSA Population (%)</b>	<b>EVS Respondents (%)</b>
White	59%	62%
Black or African American	34%	29%
Native Hawaiian or other Pacific Islander	<1%	1%
Asian	6%	4%
American Indian or Alaskan Native	2%	1%
Two or more races (not Hispanic or Latino)	<1%	3%

<b>SUPERVISORY STATUS</b>	<b>SSA Population (%)</b>	<b>EVS Respondents (%)</b>
Non-supervisor	88%	61%
Supervisor/Manager	12%	39%

## General Results

We analyzed the results of the EVS and determined areas where employee rankings were positive and negative. Positive responses are responses of “strongly agree,” “agree,” “very satisfied,” or “satisfied.” Negative responses are responses of “disagree,” “strongly disagree,” “dissatisfied,” or “very dissatisfied.” Our survey results show strengths (i.e. 65 percent or more positive) on 32 questions. The top five items with positive responses are:

- Question 7 - When needed I am willing to put in the extra effort to get a job done.
- Question 13 - The work I do is important.
- Question 8 - I am constantly looking for ways to do my job better.
- Question 12 - I know how my work relates to the agency’s goals and priorities.
- Question 16 - I am held accountable for achieving results.

Our survey results show a weakness (i.e. 35% or more negative) on four questions. The top five negative responses are:

- Question 33 - Pay raises depend on how well employees perform their jobs.
- Question 23 - In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.
- Question 24 - In my work unit, differences in performance are recognized in a meaningful way.
- Question 22 - Promotions in my work unit are based on merit.
- Question 10 - My workload is reasonable.

## Itemized Employee Responses

Federal regulations required the survey questions indicated with a star (\*) in this section. Positive responses are responses of “strongly agree,” “agree,” “very satisfied,” or “satisfied.” Neutral responses are responses of “neither agree nor disagree” or “fair.” Negative responses are responses of “disagree,” “strongly disagree,” “dissatisfied,” or “very dissatisfied.” The *Item Total Response* excludes *Do Not Know / No Basis to Judge* responses for comparability with previous years. OPM used actual data for the numbers and weighted data for the percentages presented in this report. The weighting takes into account the variability in the selected sample, respondent characteristics, and known demographic characteristics of the survey population.

### MY WORK EXPERIENCES

*1.	I am given a real opportunity to improve my skills in my organization.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,282	21.0	64.5%
	<b>Agree</b>	3,988	43.5	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,230	16.0	16.0%
	<b>Disagree</b>	1,009	14.0	<b>Negative</b>
	<b>Strongly Disagree</b>	401	5.4	19.5%
	<b>Item Response Total</b>	8,910	100.0	
2.	I have enough information to do my job well.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,198	23.1	78.1%
	<b>Agree</b>	4,824	55.0	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	995	10.8	10.8%
	<b>Disagree</b>	747	9.5	<b>Negative</b>
	<b>Strongly Disagree</b>	150	1.7	11.1%
	<b>Item Response Total</b>	8,914	100.0	
3.	I feel encouraged to come up with new and better ways of doing things.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,218	20.5	59.7%
	<b>Agree</b>	3,498	39.3	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,517	18.7	18.7%
	<b>Disagree</b>	1,196	15.3	<b>Negative</b>
	<b>Strongly Disagree</b>	467	6.2	21.5%
	<b>Item Response Total</b>	8,896	100.0	
*4.	My work gives me a feeling of personal accomplishment.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	3,150	34.9	79.0%
	<b>Agree</b>	3,821	44.1	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,080	11.0	11.0%
	<b>Disagree</b>	597	6.9	<b>Negative</b>
	<b>Strongly Disagree</b>	268	3.1	10.0%
	<b>Item Response Total</b>	8,916	100.0	

\*Required Survey Item

Note: Sum of responses excluding: Do Not Know / No Basis to Judge

## MY WORK EXPERIENCES (cont.)

*5.	I like the kind of work I do.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	3,710	41.1	84.0%
	<b>Agree</b>	3,706	43.0	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	974	10.7	10.7%
	<b>Disagree</b>	374	3.9	<b>Negative</b>
	<b>Strongly Disagree</b>	133	1.4	5.3%
	<b>Item Response Total</b>	8,897	100.0	
6.	I know what is expected of me on the job.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	3,284	36.9	85.5%
	<b>Agree</b>	4,244	48.6	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	782	8.1	8.1%
	<b>Disagree</b>	445	4.9	<b>Negative</b>
	<b>Strongly Disagree</b>	130	1.5	6.4%
	<b>Item Response Total</b>	8,885	100.0	
7.	When needed I am willing to put in the extra effort to get a job done.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	6,357	67.7	97.8%
	<b>Agree</b>	2,392	30.1	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	121	1.7	1.7%
	<b>Disagree</b>	30	0.3	<b>Negative</b>
	<b>Strongly Disagree</b>	12	0.2	0.5%
	<b>Item Response Total</b>	8,912	100.0	
8.	I am constantly looking for ways to do my job better.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	4,746	51.0	91.5%
	<b>Agree</b>	3,425	40.5	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	635	7.2	7.2%
	<b>Disagree</b>	69	0.9	<b>Negative</b>
	<b>Strongly Disagree</b>	27	0.3	1.3%
	<b>Item Response Total</b>	8,902	100.0	
9.	I have sufficient resources (for example, people, materials, budget) to get my job done.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	1,581	18.0	61.4%
	<b>Agree</b>	3,943	43.4	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,247	13.2	13.2%
	<b>Disagree</b>	1,522	17.4	<b>Negative</b>
	<b>Strongly Disagree</b>	580	8.0	25.4%
	<b>Item Response Total</b>	8,873	100.0	

\*Required Survey Item

Note: Sum of responses excluding: Do Not Know / No Basis to Judge

## MY WORK EXPERIENCES (cont.)

*10.	My workload is reasonable.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	1,264	12.0	54.2%
	<b>Agree</b>	4,144	42.2	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,319	15.6	15.6%
	<b>Disagree</b>	1,456	18.4	<b>Negative</b>
	<b>Strongly Disagree</b>	708	11.7	30.1%
	<b>Item Response Total</b>	8,891	100.0	
*11.	My talents are used well in the workplace.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	1,721	17.9	60.5%
	<b>Agree</b>	3,767	42.7	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,447	17.1	17.1%
	<b>Disagree</b>	1,219	13.7	<b>Negative</b>
	<b>Strongly Disagree</b>	685	8.8	22.4%
	<b>Item Response Total</b>	8,839	100.0	
*12.	I know how my work relates to the agency's goals and priorities.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	3,620	37.1	90.1%
	<b>Agree</b>	4,451	53.0	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	569	6.9	6.9%
	<b>Disagree</b>	169	1.9	<b>Negative</b>
	<b>Strongly Disagree</b>	70	1.1	3.0%
	<b>Item Response Total</b>	8,879	100.0	
*13.	The work I do is important.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	5,292	62.5	95.9%
	<b>Agree</b>	2,994	33.4	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	420	3.0	3.0%
	<b>Disagree</b>	101	0.8	<b>Negative</b>
	<b>Strongly Disagree</b>	49	0.3	1.1%
	<b>Item Response Total</b>	8,856	100.0	
*14.	Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,606	27.5	67.4%
	<b>Agree</b>	3,786	40.0	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,099	12.9	12.9%
	<b>Disagree</b>	917	12.8	<b>Negative</b>
	<b>Strongly Disagree</b>	464	6.8	19.6%
	<b>Item Response Total</b>	8,872	100.0	

\*Required Survey Item

Note: Sum of responses excluding: Do Not Know / No Basis to Judge

### MY WORK EXPERIENCES (cont.)

*15.	My performance appraisal is a fair reflection of my performance.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,122	20.5	61.3%
	<b>Agree</b>	3,693	40.8	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,327	16.3	16.3%
	<b>Disagree</b>	957	13.1	<b>Negative</b>
	<b>Strongly Disagree</b>	633	9.4	22.4%
	<b>Item Response Total</b>	8,732	100.0	
16.	I am held accountable for achieving results.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	3,250	33.4	86.9%
	<b>Agree</b>	4,610	53.5	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	726	9.3	9.3%
	<b>Disagree</b>	186	2.7	<b>Negative</b>
	<b>Strongly Disagree</b>	89	1.1	3.8%
	<b>Item Response Total</b>	8,861	100.0	
17.	I can disclose a suspected violation of any law, rule or regulation without fear of reprisal.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,329	23.3	62.1%
	<b>Agree</b>	3,104	38.8	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,713	21.1	21.1%
	<b>Disagree</b>	703	8.5	<b>Negative</b>
	<b>Strongly Disagree</b>	641	8.4	16.9%
	<b>Item Response Total</b>	8,490	100.0	
*18.	My training needs are assessed.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	1,376	14.0	55.3%
	<b>Agree</b>	3,581	41.3	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	2,100	23.2	23.2%
	<b>Disagree</b>	1,112	14.2	<b>Negative</b>
	<b>Strongly Disagree</b>	547	7.4	21.5%
	<b>Item Response Total</b>	8,716	100.0	
*19.	In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (for example, Fully Successful, Outstanding).	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,212	21.9	67.1%
	<b>Agree</b>	3,677	45.1	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,275	14.4	14.4%
	<b>Disagree</b>	966	11.4	<b>Negative</b>
	<b>Strongly Disagree</b>	580	7.2	18.6%
	<b>Item Response Total</b>	8,710	100.0	

\*Required Survey Item

Note: Sum of responses excluding: Do Not Know / No Basis to Judge

## MY WORK UNIT

*20.	The people I work with cooperate to get the job done.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,217	22.2	73.5%
	<b>Agree</b>	4,567	51.3	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,113	13.4	13.4%
	<b>Disagree</b>	705	10.3	<b>Negative</b>
	<b>Strongly Disagree</b>	169	2.8	13.1%
	<b>Item Response Total</b>	8,771	100.0	
*21.	My work unit is able to recruit people with the right skills.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	1,000	9.8	47.9%
	<b>Agree</b>	3,352	38.1	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	2,323	29.9	29.9%
	<b>Disagree</b>	1,300	14.5	<b>Negative</b>
	<b>Strongly Disagree</b>	583	7.7	22.2%
	<b>Item Response Total</b>	8,558	100.0	
*22.	Promotions in my work unit are based on merit.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	1,010	8.5	36.5%
	<b>Agree</b>	2,668	28.0	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	2,181	27.8	27.8%
	<b>Disagree</b>	1,397	19.3	<b>Negative</b>
	<b>Strongly Disagree</b>	1,148	16.4	35.7%
	<b>Item Response Total</b>	8,404	100.0	
*23.	In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	701	6.3	31.9%
	<b>Agree</b>	2,450	25.6	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	2,179	27.5	27.5%
	<b>Disagree</b>	1,627	22.4	<b>Negative</b>
	<b>Strongly Disagree</b>	1,229	18.2	40.5%
	<b>Item Response Total</b>	8,186	100.0	
*24.	In my work unit, differences in performance are recognized in a meaningful way.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	782	7.2	36.9%
	<b>Agree</b>	2,900	29.8	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	2,194	26.4	26.4%
	<b>Disagree</b>	1,644	21.8	<b>Negative</b>
	<b>Strongly Disagree</b>	928	14.9	36.7%
	<b>Item Response Total</b>	8,448	100.0	

\*Required Survey Item

Note: Sum of responses excluding: Do Not Know / No Basis to Judge

## MY WORK UNIT (cont.)

25.	Awards in my work unit depend on how well employees perform their jobs.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	1,187	10.8	44.5%
	<b>Agree</b>	3,133	33.8	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,844	22.8	22.8%
	<b>Disagree</b>	1,234	17.5	<b>Negative</b>
	<b>Strongly Disagree</b>	1,011	15.2	32.7%
	<b>Item Response Total</b>	8,409	100.0	
26.	Employees in my work unit share job knowledge with each other.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,396	28.5	79.7%
	<b>Agree</b>	4,631	51.2	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	975	11.2	11.2%
	<b>Disagree</b>	544	6.0	<b>Negative</b>
	<b>Strongly Disagree</b>	283	3.1	9.1%
	<b>Item Response Total</b>	8,829	100.0	
27.	The skill level in my work unit has improved in the past year.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	1,692	19.6	61.1%
	<b>Agree</b>	3,563	41.5	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	2,167	25.5	25.5%
	<b>Disagree</b>	710	8.8	<b>Negative</b>
	<b>Strongly Disagree</b>	328	4.6	13.4%
	<b>Item Response Total</b>	8,460	100.0	
28.	How would you rate the overall quality of work done by your work unit?	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Very Good</b>	3,824	39.1	82.5%
	<b>Good</b>	3,751	43.4	<b>Neutral</b>
	<b>Fair</b>	1,151	15.3	15.3%
	<b>Poor</b>	126	1.6	<b>Negative</b>
	<b>Very Poor</b>	37	0.6	2.2%
	<b>Item Response Total</b>	8,889	100.0	

\*Required Survey Item

Note: Sum of responses excluding: Do Not Know / No Basis to Judge



## MY AGENCY

*29.	The workforce has the job-relevant knowledge and skills necessary to accomplish organizational goals.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	1,459	16.0	74.1%
	<b>Agree</b>	5,123	58.1	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,260	15.1	15.1%
	<b>Disagree</b>	646	8.3	<b>Negative</b>
	<b>Strongly Disagree</b>	158	2.6	10.9%
	<b>Item Response Total</b>	8,646	100.0	
*30.	Employees have a feeling of personal empowerment with respect to work processes.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	830	9.0	46.4%
	<b>Agree</b>	3,356	37.5	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	2,320	27.0	27.0%
	<b>Disagree</b>	1,507	18.6	<b>Negative</b>
	<b>Strongly Disagree</b>	529	8.0	26.6%
	<b>Item Response Total</b>	8,542	100.0	
31.	Employees are recognized for providing high quality products and services.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	1,370	13.2	56.2%
	<b>Agree</b>	4,083	43.0	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,633	20.6	20.6%
	<b>Disagree</b>	1,040	14.8	<b>Negative</b>
	<b>Strongly Disagree</b>	503	8.4	23.2%
	<b>Item Response Total</b>	8,629	100.0	
*32.	Creativity and innovation are rewarded.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	1,094	11.1	44.6%
	<b>Agree</b>	3,231	33.5	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	2,258	28.8	28.8%
	<b>Disagree</b>	1,265	17.4	<b>Negative</b>
	<b>Strongly Disagree</b>	648	9.2	26.6%
	<b>Item Response Total</b>	8,496	100.0	
*33.	Pay raises depend on how well employees perform their jobs.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	408	5.0	23.2%
	<b>Agree</b>	1,422	18.1	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	2,670	31.5	31.5%
	<b>Disagree</b>	2,358	28.2	<b>Negative</b>
	<b>Strongly Disagree</b>	1,397	17.1	45.3%
	<b>Item Response Total</b>	8,255	100.0	

\*Required Survey Item

Note: Sum of responses excluding: Do Not Know / No Basis to Judge

## MY AGENCY (cont.)

34.	Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	1,722	18.1	64.9%
	<b>Agree</b>	3,862	46.7	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,845	23.0	23.0%
	<b>Disagree</b>	522	6.7	<b>Negative</b>
	<b>Strongly Disagree</b>	385	5.5	12.1%
	<b>Item Response Total</b>	8,336	100.0	
*35.	Employees are protected from health and safety hazards on the job.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,311	22.2	75.3%
	<b>Agree</b>	4,620	53.1	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,019	13.8	13.8%
	<b>Disagree</b>	447	6.8	<b>Negative</b>
	<b>Strongly Disagree</b>	234	4.0	10.9%
	<b>Item Response Total</b>	8,631	100.0	
*36.	My organization has prepared employees for potential security threats.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,250	23.9	81.2%
	<b>Agree</b>	4,768	57.3	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,015	11.5	11.5%
	<b>Disagree</b>	439	4.8	<b>Negative</b>
	<b>Strongly Disagree</b>	164	2.4	7.3%
	<b>Item Response Total</b>	8,636	100.0	
37.	Arbitrary action, personal favoritism and coercion for partisan political purposes are not tolerated.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	1,802	18.3	55.0%
	<b>Agree</b>	2,963	36.6	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,746	21.7	21.7%
	<b>Disagree</b>	975	12.5	<b>Negative</b>
	<b>Strongly Disagree</b>	814	10.9	23.4%
	<b>Item Response Total</b>	8,300	100.0	

\*Required Survey Item

Note: Sum of responses excluding: Do Not Know / No Basis to Judge

## MY AGENCY (cont.)

38.	Prohibited Personnel Practices (for example, illegally discriminating for or against any employee/applicant, obstructing a person's right to compete for employment, knowingly violating veterans' preference requirements) are not tolerated.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,325	23.5	67.4%
	<b>Agree</b>	3,449	43.9	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,433	20.1	20.1%
	<b>Disagree</b>	466	5.7	<b>Negative</b>
	<b>Strongly Disagree</b>	477	6.8	12.5%
	<b>Item Response Total</b>	8,150	100.0	
39.	My agency is successful at accomplishing its mission.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,479	24.9	80.4%
	<b>Agree</b>	4,670	55.6	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,053	14.1	14.1%
	<b>Disagree</b>	241	3.1	<b>Negative</b>
	<b>Strongly Disagree</b>	121	2.3	5.4%
	<b>Item Response Total</b>	8,564	100.0	
40.	I recommend my organization as a good place to work.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	3,362	35.1	75.7%
	<b>Agree</b>	3,530	40.6	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,224	15.8	15.8%
	<b>Disagree</b>	443	5.8	<b>Negative</b>
	<b>Strongly Disagree</b>	207	2.7	8.5%
	<b>Item Response Total</b>	8,766	100.0	
41.	I believe the results of this survey will be used to make my agency a better place to work.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	1,794	24.1	59.9%
	<b>Agree</b>	2,791	35.8	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	2,274	26.3	26.3%
	<b>Disagree</b>	718	8.3	<b>Negative</b>
	<b>Strongly Disagree</b>	410	5.4	13.8%
	<b>Item Response Total</b>	7,987	100.0	

\*Required Survey Item

Note: Sum of responses excluding: Do Not Know / No Basis to Judge

## MY SUPERVISOR/TEAM LEADER

*42.	My supervisor supports my need to balance work and other life issues.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,961	28.5	72.7%
	<b>Agree</b>	3,755	44.2	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,089	13.6	13.6%
	<b>Disagree</b>	498	8.3	<b>Negative</b>
	<b>Strongly Disagree</b>	343	5.5	13.8%
	<b>Item Response Total</b>	8,646	100.0	
43.	My supervisor/team leader provides me with opportunities to demonstrate my leadership skills.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,510	22.6	62.3%
	<b>Agree</b>	3,442	39.8	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,463	20.0	20.0%
	<b>Disagree</b>	782	10.9	<b>Negative</b>
	<b>Strongly Disagree</b>	468	6.8	17.7%
	<b>Item Response Total</b>	8,665	100.0	
*44.	Discussions with my supervisor/team leader about my performance are worthwhile.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,254	22.6	61.7%
	<b>Agree</b>	3,332	39.2	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,640	19.4	19.4%
	<b>Disagree</b>	854	10.9	<b>Negative</b>
	<b>Strongly Disagree</b>	535	8.1	18.9%
	<b>Item Response Total</b>	8,615	100.0	
45.	My supervisor/team leader is committed to a workforce representative of all segments of society.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,279	23.6	65.1%
	<b>Agree</b>	3,251	41.5	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,824	24.8	24.8%
	<b>Disagree</b>	364	5.1	<b>Negative</b>
	<b>Strongly Disagree</b>	316	5.0	10.1%
	<b>Item Response Total</b>	8,034	100.0	
46.	My supervisor/team leader provides me with constructive suggestions to improve my job performance.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,091	21.5	61.9%
	<b>Agree</b>	3,399	40.3	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,725	19.5	19.5%
	<b>Disagree</b>	938	11.4	<b>Negative</b>
	<b>Strongly Disagree</b>	515	7.3	18.7%
	<b>Item Response Total</b>	8,668	100.0	

\*Required Survey Item

Note: Sum of responses excluding: Do Not Know / No Basis to Judge

### MY SUPERVISOR/TEAM LEADER (cont.)

*47.	Supervisors/team leaders in my work unit support employee development.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,432	24.0	64.9%
	<b>Agree</b>	3,654	40.9	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,441	18.8	18.8%
	<b>Disagree</b>	581	8.8	<b>Negative</b>
	<b>Strongly Disagree</b>	465	7.5	16.3%
	<b>Item Response Total</b>	8,573	100.0	
48.	My supervisor/team leader listens to what I have to say.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	3,197	30.9	74.7%
	<b>Agree</b>	3,717	43.8	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	996	13.8	13.8%
	<b>Disagree</b>	572	8.2	<b>Negative</b>
	<b>Strongly Disagree</b>	247	3.4	11.6%
	<b>Item Response Total</b>	8,729	100.0	
49.	My supervisor/team leader treats me with respect.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	3,759	37.1	82.0%
	<b>Agree</b>	3,552	44.8	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	787	9.7	9.7%
	<b>Disagree</b>	402	5.0	<b>Negative</b>
	<b>Strongly Disagree</b>	231	3.3	8.4%
	<b>Item Response Total</b>	8,731	100.0	
50.	In the last six months, my supervisor/team leader has talked with me about my performance.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,997	30.2	83.4%
	<b>Agree</b>	4,297	53.2	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	697	8.0	8.0%
	<b>Disagree</b>	507	6.0	<b>Negative</b>
	<b>Strongly Disagree</b>	222	2.6	8.6%
	<b>Item Response Total</b>	8,720	100.0	
*51.	I have trust and confidence in my supervisor.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,932	28.9	62.9%
	<b>Agree</b>	2,920	34.0	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,553	19.5	19.5%
	<b>Disagree</b>	780	10.6	<b>Negative</b>
	<b>Strongly Disagree</b>	526	7.0	17.6%
	<b>Item Response Total</b>	8,711	100.0	

\*Required Survey Item

Note: Sum of responses excluding: Do Not Know / No Basis to Judge

## MY SUPERVISOR/TEAM LEADER (cont.)

*52.	Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Very Good</b>	3,408	34.8	68.0%
	<b>Good</b>	2,853	33.1	<b>Neutral</b>
	<b>Fair</b>	1,654	21.7	21.7%
	<b>Poor</b>	479	6.0	<b>Negative</b>
	<b>Very Poor</b>	320	4.4	10.4%
	<b>Item Response Total</b>	8,714	100.0	

## LEADERSHIP

*53.	In my organization, leaders generate high levels of motivation and commitment in the workforce.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	1,232	13.9	51.5%
	<b>Agree</b>	3,301	37.6	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	2,037	23.2	23.2%
	<b>Disagree</b>	1,336	16.4	<b>Negative</b>
	<b>Strongly Disagree</b>	645	8.9	25.4%
	<b>Item Response Total</b>	8,551	100.0	
54.	My organization's leaders maintain high standards of honesty and integrity.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	1,806	19.8	60.7%
	<b>Agree</b>	3,328	40.9	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,827	21.1	21.1%
	<b>Disagree</b>	845	11.0	<b>Negative</b>
	<b>Strongly Disagree</b>	572	7.2	18.2%
	<b>Item Response Total</b>	8,378	100.0	
*55.	Managers/supervisors/team leaders work well with employees of different backgrounds.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	1,858	20.3	66.9%
	<b>Agree</b>	4,090	46.6	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,508	19.4	19.4%
	<b>Disagree</b>	582	8.7	<b>Negative</b>
	<b>Strongly Disagree</b>	369	5.0	13.7%
	<b>Item Response Total</b>	8,407	100.0	

\*Required Survey Item

Note: Sum of responses excluding: Do Not Know / No Basis to Judge

## LEADERSHIP (cont.)

*56.	Managers communicate the goals and priorities of the organization.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,041	23.8	79.9%
	<b>Agree</b>	4,749	56.1	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,100	13.0	13.0%
	<b>Disagree</b>	446	4.5	<b>Negative</b>
	<b>Strongly Disagree</b>	259	2.6	7.1%
	<b>Item Response Total</b>	8,595	100.0	
*57.	Managers review and evaluate the organization's progress toward meeting its goals and objectives.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,000	24.1	79.4%
	<b>Agree</b>	4,468	55.4	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,284	14.2	14.2%
	<b>Disagree</b>	364	4.0	<b>Negative</b>
	<b>Strongly Disagree</b>	194	2.3	6.3%
	<b>Item Response Total</b>	8,310	100.0	
58.	Managers promote communication among different work units (for example, about projects, goals, needed resources).	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	1,627	17.7	63.1%
	<b>Agree</b>	3,792	45.4	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,575	19.3	19.3%
	<b>Disagree</b>	900	11.2	<b>Negative</b>
	<b>Strongly Disagree</b>	511	6.5	17.7%
	<b>Item Response Total</b>	8,405	100.0	
59.	Managers support collaboration across work units to accomplish work objectives.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	1,731	18.9	63.8%
	<b>Agree</b>	3,870	44.9	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,537	19.6	19.6%
	<b>Disagree</b>	757	10.9	<b>Negative</b>
	<b>Strongly Disagree</b>	469	5.7	16.6%
	<b>Item Response Total</b>	8,364	100.0	

\*Required Survey Item

Note: Sum of responses excluding: Do Not Know / No Basis to Judge

## LEADERSHIP (cont.)

60.	Overall, how good a job do you feel is being done by the manager directly above your immediate supervisor/team leader?	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Very Good</b>	2,330	25.9	64.2%
	<b>Good</b>	3,144	38.4	<b>Neutral</b>
	<b>Fair</b>	1,860	22.7	22.7%
	<b>Poor</b>	565	7.1	<b>Negative</b>
	<b>Very Poor</b>	467	6.0	13.0%
	<b>Item Response Total</b>	8,366	100.0	
*61.	I have a high level of respect for my organization's senior leaders.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	2,269	26.0	63.9%
	<b>Agree</b>	3,128	37.8	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	1,771	20.2	20.2%
	<b>Disagree</b>	809	9.4	<b>Negative</b>
	<b>Strongly Disagree</b>	520	6.5	15.9%
	<b>Item Response Total</b>	8,497	100.0	
62.	Senior leaders demonstrate support for Work/Life programs.	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Strongly Agree</b>	1,742	21.7	57.4%
	<b>Agree</b>	2,873	35.7	<b>Neutral</b>
	<b>Neither Agree Nor Disagree</b>	2,170	28.0	28.0%
	<b>Disagree</b>	609	8.6	<b>Negative</b>
	<b>Strongly Disagree</b>	404	6.0	14.6%
	<b>Item Response Total</b>	7,798	100.0	

## MY SATISFACTION

*63.	How satisfied are you with your involvement in decisions that affect your work?	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Very Satisfied</b>	1,401	14.0	53.6%
	<b>Satisfied</b>	3,600	39.7	<b>Neutral</b>
	<b>Neither Satisfied nor Dissatisfied</b>	1,930	25.1	25.1%
	<b>Dissatisfied</b>	1,346	16.7	<b>Negative</b>
	<b>Very Dissatisfied</b>	348	4.5	21.3%
	<b>Item Response Total</b>	8,625	100.0	

\*Required Survey Item

Note: Sum of responses excluding: Do Not Know / No Basis to Judge



## MY SATISFACTION (cont.)

*64.	How satisfied are you with the information you receive from management on what's going on in your organization?	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Very Satisfied</b>	1,386	14.4	59.1%
	<b>Satisfied</b>	3,798	44.7	<b>Neutral</b>
	<b>Neither Satisfied nor Dissatisfied</b>	1,790	21.5	21.5%
	<b>Dissatisfied</b>	1,237	14.1	<b>Negative</b>
	<b>Very Dissatisfied</b>	421	5.3	19.4%
	<b>Item Response Total</b>	8,632	100.0	
*65.	How satisfied are you with the recognition you receive for doing a good job?	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Very Satisfied</b>	1,673	16.3	55.1%
	<b>Satisfied</b>	3,399	38.8	<b>Neutral</b>
	<b>Neither Satisfied nor Dissatisfied</b>	1,676	20.3	20.3%
	<b>Dissatisfied</b>	1,347	17.4	<b>Negative</b>
	<b>Very Dissatisfied</b>	532	7.2	24.6%
	<b>Item Response Total</b>	8,627	100.0	
*66.	How satisfied are you with the policies and practices of your senior leaders?	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Very Satisfied</b>	1,178	12.0	51.2%
	<b>Satisfied</b>	3,327	39.2	<b>Neutral</b>
	<b>Neither Satisfied nor Dissatisfied</b>	2,258	25.7	25.7%
	<b>Dissatisfied</b>	1,323	16.0	<b>Negative</b>
	<b>Very Dissatisfied</b>	525	7.0	23.0%
	<b>Item Response Total</b>	8,611	100.0	
*67.	How satisfied are you with your opportunity to get a better job in your organization?	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Very Satisfied</b>	1,349	13.3	47.8%
	<b>Satisfied</b>	2,899	34.5	<b>Neutral</b>
	<b>Neither Satisfied nor Dissatisfied</b>	2,057	24.2	24.2%
	<b>Dissatisfied</b>	1,412	16.3	<b>Negative</b>
	<b>Very Dissatisfied</b>	890	11.8	28.1%
	<b>Item Response Total</b>	8,607	100.0	

\*Required Survey Item

Note: Sum of responses excluding: Do Not Know / No Basis to Judge

### MY SATISFACTION (cont.)

*68.	How satisfied are you with the training you receive for your present job?	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Very Satisfied</b>	1,558	15.4	59.2%
	<b>Satisfied</b>	3,800	43.8	<b>Neutral</b>
	<b>Neither Satisfied nor Dissatisfied</b>	1,768	20.7	20.7%
	<b>Dissatisfied</b>	1,087	14.5	<b>Negative</b>
	<b>Very Dissatisfied</b>	405	5.6	20.1%
	<b>Item Response Total</b>	8,618	100.0	
*69.	Considering everything, how satisfied are you with your job?	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Very Satisfied</b>	2,539	26.8	75.3%
	<b>Satisfied</b>	4,004	48.5	<b>Neutral</b>
	<b>Neither Satisfied nor Dissatisfied</b>	1,159	13.7	13.7%
	<b>Dissatisfied</b>	652	8.0	<b>Negative</b>
	<b>Very Dissatisfied</b>	256	3.0	11.0%
	<b>Item Response Total</b>	8,610	100.0	
*70.	Considering everything, how satisfied are you with your pay?	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Very Satisfied</b>	2,754	27.3	75.1%
	<b>Satisfied</b>	3,940	47.8	<b>Neutral</b>
	<b>Neither Satisfied nor Dissatisfied</b>	965	11.8	11.8%
	<b>Dissatisfied</b>	710	10.0	<b>Negative</b>
	<b>Very Dissatisfied</b>	240	3.1	13.1%
	<b>Item Response Total</b>	8,609	100	
71.	Considering everything, how satisfied are you with your organization?	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Very Satisfied</b>	2,149	23.2	71.3%
	<b>Satisfied</b>	4,080	48.1	<b>Neutral</b>
	<b>Neither Satisfied nor Dissatisfied</b>	1,410	16.6	16.6%
	<b>Dissatisfied</b>	692	8.5	<b>Negative</b>
	<b>Very Dissatisfied</b>	283	3.6	12.1%
	<b>Item Response Total</b>	8,614	100	

\*Required Survey Item

Note: Sum of responses excluding: Do Not Know / No Basis to Judge

## WORK/LIFE

72.	Please select the response below that BEST describes your teleworking situation.	<b>Number</b>	<b>Percentage</b>		
	<b>Telework on a regular basis</b>	1,072	16.9		
	<b>Telework infrequently</b>	498	7.5		
	<b>Do Not Telework, must be physically present physical presence required</b>	2,060	27.7		
	<b>Do Not Telework, technical issues technical issues</b>	801	8.9		
	<b>Not allowed to telework not allowed though ok for job type</b>	2,965	31.5		
	<b>Choose not to telework personal choice</b>	886	7.5		
73.	How satisfied are you with the following Work/Life programs in your agency... Telework?	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>	
	<b>Very Satisfied</b>	551	10.2	35.8%	
	<b>Satisfied</b>	1,072	25.6	<b>Neutral</b>	
	<b>Neither Satisfied nor Dissatisfied</b>	1,969	40.2	40.2%	
	<b>Dissatisfied</b>	771	12.5	<b>Negative</b>	
	<b>Very Dissatisfied</b>	702	11.5	24.0%	
	<b>Item Response Total</b>	5,065	100.0		
74.	How satisfied are you with the following Work/Life programs in your agency... Alternative Work Schedules (AWS)?	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>	
	<b>Very Satisfied</b>	1,796	23.6	64.8%	
	<b>Satisfied</b>	2,736	41.1	<b>Neutral</b>	
	<b>Neither Satisfied nor Dissatisfied</b>	1,821	28.7	28.7%	
	<b>Dissatisfied</b>	286	4.7	<b>Negative</b>	
	<b>Very Dissatisfied</b>	136	1.8	6.5%	
	<b>Item Response Total</b>	6,775	100.0		
75.	How satisfied are you with the following Work/Life programs in your agency... Health and Wellness Programs (for example, exercise, medical screening, quit smoking programs)?	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>	
	<b>Very Satisfied</b>	1,221	12.9	51.1%	
	<b>Satisfied</b>	3,098	38.1	<b>Neutral</b>	
	<b>Neither Satisfied nor Dissatisfied</b>	2,177	35.9	35.9%	
	<b>Dissatisfied</b>	438	9.3	<b>Negative</b>	
	<b>Very Dissatisfied</b>	191	3.7	13.1%	
	<b>Item Response Total</b>	7,125	100		

\*Required Survey Item

Note: Sum of responses excluding: Do Not Know / No Basis to Judge

## WORK/LIFE (cont.)

76.	How satisfied are you with the following Work/Life programs in your agency... Employee Assistance Program (EAP)?	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Very Satisfied</b>	1,103	14.6	55.2%
	<b>Satisfied</b>	2,670	40.6	<b>Neutral</b>
	<b>Neither Satisfied nor Dissatisfied</b>	2,084	38.7	38.7%
	<b>Dissatisfied</b>	180	3.7	<b>Negative</b>
	<b>Very Dissatisfied</b>	111	2.5	6.2%
	<b>Item Response Total</b>	6,148	100	
77.	How satisfied are you with the following Work/Life programs in your agency... Child Care Programs (for example, daycare, parenting classes, parenting support groups)?	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Very Satisfied</b>	470	8.1	25.4%
	<b>Satisfied</b>	946	17.3	<b>Neutral</b>
	<b>Neither Satisfied nor Dissatisfied</b>	2,254	58.3	58.3%
	<b>Dissatisfied</b>	263	9.4	<b>Negative</b>
	<b>Very Dissatisfied</b>	187	6.8	16.2%
	<b>Item Response Total</b>	4,120	100	
78.	How satisfied are you with the following Work/Life programs in your agency... Elder Care Programs (for example, support groups, speakers)?	<b>Number</b>	<b>Percentage</b>	<b>Positive</b>
	<b>Very Satisfied</b>	339	7.0	23.4%
	<b>Satisfied</b>	817	16.4	<b>Neutral</b>
	<b>Neither Satisfied nor Dissatisfied</b>	2,422	63.4	63.4%
	<b>Dissatisfied</b>	242	8.4	<b>Negative</b>
	<b>Very Dissatisfied</b>	135	4.9	13.3%
	<b>Item Response Total</b>	3,955	100	

\*Required Survey Item

Note: Sum of responses excluding: Do Not Know / No Basis to Judge